

2014 Annual Report

State Coordinating Council for Community Transportation





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About the State Coordinating Council

Meetings And Structure

- Members of the State Coordinating Council include representatives of key departments within state government, private enterprise, and human service organizations involved in the provision of or need for transportation throughout the state. The SCC meets on the first Thursday of the month. The Council generally meets in Concord, but also holds meetings in other parts of the state from time to time. Information on SCC meetings and other activities is posted on the SCC website, maintained by the New Hampshire Department of Transportation on its website. Additional information about the Council is available on the DOT website <http://www.nh.gov/dot/programs/scc/about.htm>



Duties And Responsibilities

The SCC is charged by law with the following duties (briefly summarized):

- Develop and provide guidance for the coordination of community transportation options within New Hampshire so that the general public and transportation-disadvantaged citizens, such as older adults, persons with disabilities, and individuals with limited income, can access local and regional employment, medical and business services.

- Set statewide coordination policies for community transportation and monitor the results of statewide coordination.
- Approve the formation of regional coordination councils and the selection of regional transportation coordinators, according to such criteria and guidelines as the SCC may establish.
- Solicit and accept donations for funding to implement and sustain a “regional transportation coordination fund” that will be a source of grants to improve community transportation.

The SCC’s work with the Regional Coordinating Councils has helped to improve and enhance transportation services at the local level throughout the state.

Getting People Where They Need to Go



The State Coordinating Council for Community Transportation (SCC) fosters the coordination of transportation services to get people where they need to go.

Coordination allows more efficient use of resources, increasing mobility options for more of NH's residents. Community transportation includes services that address the transit needs of a community, including the general public, seniors, people with disabilities, and people with low income.

Who Needs Community Transportation?

Community transportation includes services that address the transit needs of a community, including the general public, seniors, people with disabilities, and people with low income.

Those who don't drive or own a vehicle still need access to employment, health care, education, community services, and activities that are necessary for daily living. The SCC helps organizations work together to share information and resources, reduce service duplication, share support services, and improve scheduling efficiency, all of which can lead to lower costs.

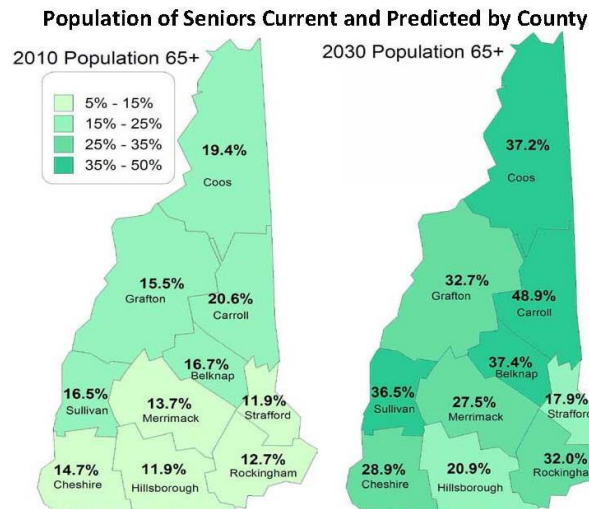
The SCC provides support and guidance for the nine Regional Coordinating Councils. The creation of this regional and statewide network of transportation stakeholders is one of the landmark achievements in transportation over the past few years.

These demographic shifts occurring in New Hampshire will significantly impact, the quality of life the state can offer residents in the future.

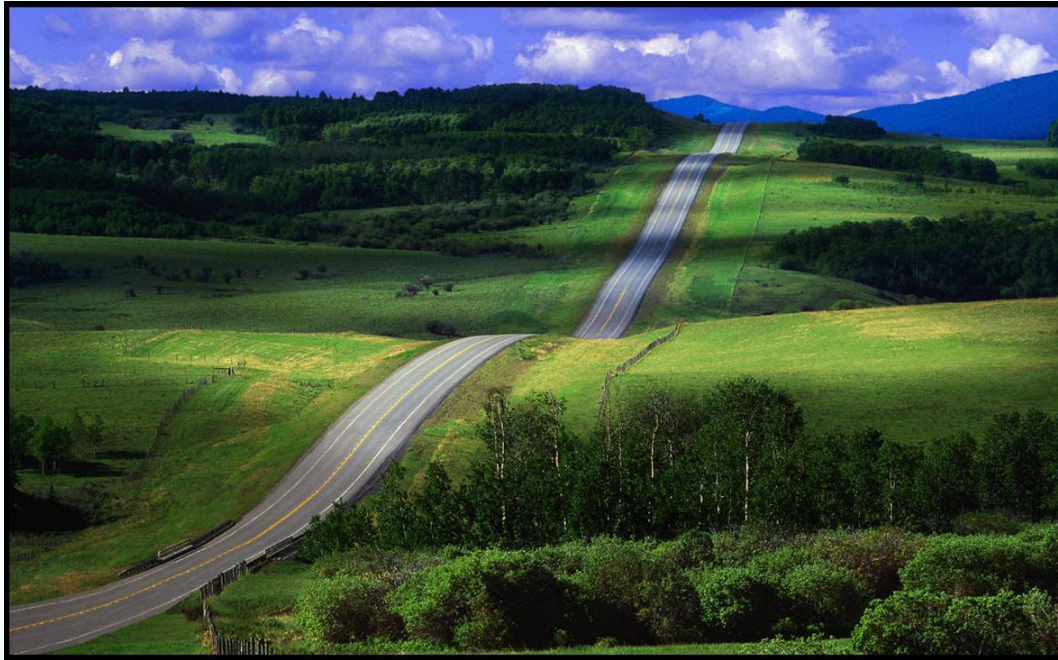
By the year 2030 (15 years from now), the state is anticipated to have one-half million adults above the age of 65, representing nearly one-third of the state's population.

As the population ages, it is important that they remain engaged in the community and continue to be vital resources for and contributors to the economy.

For these reasons and others, New Hampshire needs a robust, coordinated community transportation system that ensures all people can fully participate in the economy, access healthcare and retail services and engage fully in community life.



Work of the Council - July 1, 2013 to June 30, 2014



Serving the people of our most rural regions is a challenge, but basic mobility is as important to our economic success as reducing congestion in urban areas.

SCC Retreat – Outcomes and Recommendations

In February, 2014, the SCC met in retreat with members, key stakeholders and the public to evaluate SCC progress since its inception in 2006. The intent of the retreat was to decide if the existing coordination strategy was still appropriate and achievable, and, if changes were needed, how the SCC should go about revising the strategy.

The day long discussion identified a number of reasons why the existing coordination plan is not viable, including:

- Funding programs from Health and Human Services, Education, and others have not been incorporated into a coordinated system,
- Heads of some agencies were not fully engaged,
- Clarity of the mission was lost over time, and,
- Changes to the Medicare Managed Care (MMC) program have rendered key assumptions of the original plan obsolete.

The discussion of these challenges lead to the identification of several recommendations, including:

- Review coordination models and approaches to obstacles;
The issues facing the SCC have arisen in many other states trying to implement coordination.
- Seek renewed commitment to coordination on the part of state agencies. Seek a commitment from its state agency members to participate in a coordination strategy.
- Review the 2006 statewide coordination plan. A focused review of the 2006 plan will lead to an updated strategy.
- Strengthen SCC's ability to accomplish its mission. Staffing would help relieve the burdens of over-committed members.
- Improve public outreach to make the case for community transportation. SCC members and providers advocate effectively for their programs and the people who rely on them. They would benefit from better data and other tools to make the case.
- Assist volunteer driver networks to expand and become sustainable. Volunteer driver networks have been a successful coordination initiative, but need information exchange and technical help to solve problems.

Revising the Statewide Coordination Plan

A key outcome of the 2014 SCC was to begin the evaluation and revision of the 2006 Statewide Coordination Plan. The ongoing, focused review will lead to an updated strategy that transportation providers may find more relevant to local areas.

The goals of the Statewide Coordination Plan review and revision are:

- Evaluate the validity of the plan's assumptions
- Focus on action steps to implement a new plan and review their relevance and feasibility
- Review the Regional Coordination Council-Regional Transportation Coordinator structure
- Update a strategy with clear goals, objectives and, timelines
- Strengthen SCC's ability to accomplish its mission
- Seek strong partnerships with organizations involved in community transportation
- Review and clarify the common interests with current and potential partners
- Identify SCC's priorities for how it would utilize staffing to develop coordinated community transportation
- Identify time and resources needed for staffing
- Research funding sources to support SCC staffing

Successful Projects

State Data Management System Implementation Project

In partnership with the Montachusett Area Regional Transit Authority (MART) in Fitchburg, Massachusetts, and HB Software Solutions, the SCC and the New Hampshire DOT continue to move forward to develop and deploy coordination software.

The Manchester Transit Authority has deployed the software and is currently running their operations on the new platform. CATS, TriCounty, COAST and Easter Seals remain in progress. Software for all sites has been deployed in the HBSS environment, initial data migration has been completed, and testing is ongoing.

Section 5310 Purchase of Service Program

The New Hampshire Department of Transportation decision to fund a 5310 Purchase of Service program has enhanced services for seniors and individuals with a disability.

This FTA program allows “Purchase of Services,” permitting regions to purchase vouchers for taxi service, to reimburse mileage expenses for volunteer drivers and expand demand response services. The SCC served as a resource to NHDOT in implementing this initiative. To date, all nine regions have received 5310 purchase of service funding.

Total Trips Provided with 5310 Funding			
Region	SFY2014	SFY2013	SFY 2012
Region 1	6,365	6,574	940
Region 2	6,767	7,718	-
Region 3	8,279	3,521	820
Region 4	2,589	3,086	1,250
Region 5/6	6,861	5,867	3,698
Region 7	2,700	2,717	2,100
Region 8	9,422	5,610	-
Region 9	5,455	2,900	632
Region 10	171	59	-
	48,609	38,052	9,440

National Status of Coordinated Transportation

Status of Coordination

Coordination of human service and public transportation is occurring across the nation. The National Conference of State Legislatures (NCSL) prepared a report entitled “*State Human Service Transportation Coordinating Councils: An Overview and State Profiles .*” The August 2014 report updates similar ones produced in 2005 and in 2010.

Their report presents the most up-to-date and thorough information available about coordination councils across the states.

NCSL reached out to contacts at various state agencies and coordinating councils with a questionnaire. The findings were supplemented by statutory research. For those involved in the coordination efforts in NH, the results of the research were not surprising: Challenges to coordination exist around the country.



National Conference of State Legislatures, State Human Service Transportation Coordinating Councils: An Overview and State Profiles. Denver, Colorado: National Conference of State Legislatures , August 2014

Challenges to Coordination

Funding

- *A lack of funding is a barrier to coordination. Only a few states—Colorado and Florida, for example—have dedicated, ongoing funding for the activities of their coordinating councils. The NH State Coordination Council, is one of 22 state councils that are active, although it has been an entirely voluntary activity .*

Lack of Directives to Coordinate

- *The lack of a mandate for state agencies to coordinate resources has been a major obstacle to creating efficiencies through coordination. Without the requirement to use their funds efficiently across agencies for transportation services, most agencies do not coordinate trips. NH currently has no directive that will encourage efficiency through coordination.*

Competing Systems

- *Coordination is challenged when an important partner is not at the table. In NH and several other states, the Department of Health and Human Services remains isolated from other transportation providers because of ongoing contractual commitments to Medicaid transportation providers. Funding and service coordination opportunities are missed, without the collaboration with Medicaid, and presents “a barrier to long lasting system improvement.”*

Lack of Understanding

- *A lack of clear and concise expectations of all stakeholders, and ownership of various components of service prevents coordinating successfully.*

Agency Attitudes

- *In some cases, agencies may stand back because they feel that coordination is not their responsibility. For example, because coordination efforts are transportation-focused, they may be seen as the department of transportation’s job, and some agencies may fail to participate as a result.*

Cultural Differences

- *Transportation people and human services have different languages, objectives and motivators. These cultural differences can lead to difficulties in the coordination process. At least one state addressed this challenge by hiring an outside facilitator familiar with both cultures and was able to bridge that gap.*

Successful Coordination Offers Benefits

Buy-In from Key Decision Makers

- *Whether called buy-in, support, vision, championing, agreement, or leadership,” respondents to the NCSL survey said that having key decision makers on board with coordination efforts is an important contributor to success.*

Keep Stakeholders on Track

- *Keeping stakeholders engaged and on track and informed through preparation, organization and making sure that meetings were accessible. It is important to focus on a single subject for review and possible renovations.”*

Build on Past Successes

- *Councils that focus on a single issue and achieve solutions were more likely to move to another success, creating momentum for further coordination. Without a clear outcome or concrete success, agencies may not be interested in participating or they may lose interest.*

Benefits of State-Level Coordination

Regardless of how coordinating councils are established or mandated, stakeholders noted many benefits of the coordination activities that result. Many stakeholders, noted that interagency coordination has been helpful in strengthening communication across agencies that provide human service transportation services and programs. Greater access to information was a key advantage. Sharing information with other agencies helped solve mutual challenges, which in turn made service delivery better, resulting in improved mobility for system users and other benefits for the broader community.

Benefits of Coordination

Access to Information

- Access to information is a primary benefit of coordinating councils. They are often the starting point for other positive outcomes. Transportation agencies are able to increase awareness among state agencies of public transit, its availability statewide, and the need to coordinate services. Coordination allows state agencies to better identify the needs and gaps in service areas, as well as develop a better understanding of the services that may currently be available, as well as potential new funding resources.



Solving Mutual Challenges

- Meeting regularly to discuss transportation issues helps state agencies come together to develop strategies and solve problems by sharing solutions.

Better Service Delivery

- As mutual challenges are addressed, services are enhanced. In the words of a respondent, “. . . a coordinating council provides a forum for transportation providers and funding agencies to build on existing coordination strategies and best practices” and “promotes more efficient and expanded mobility services.”

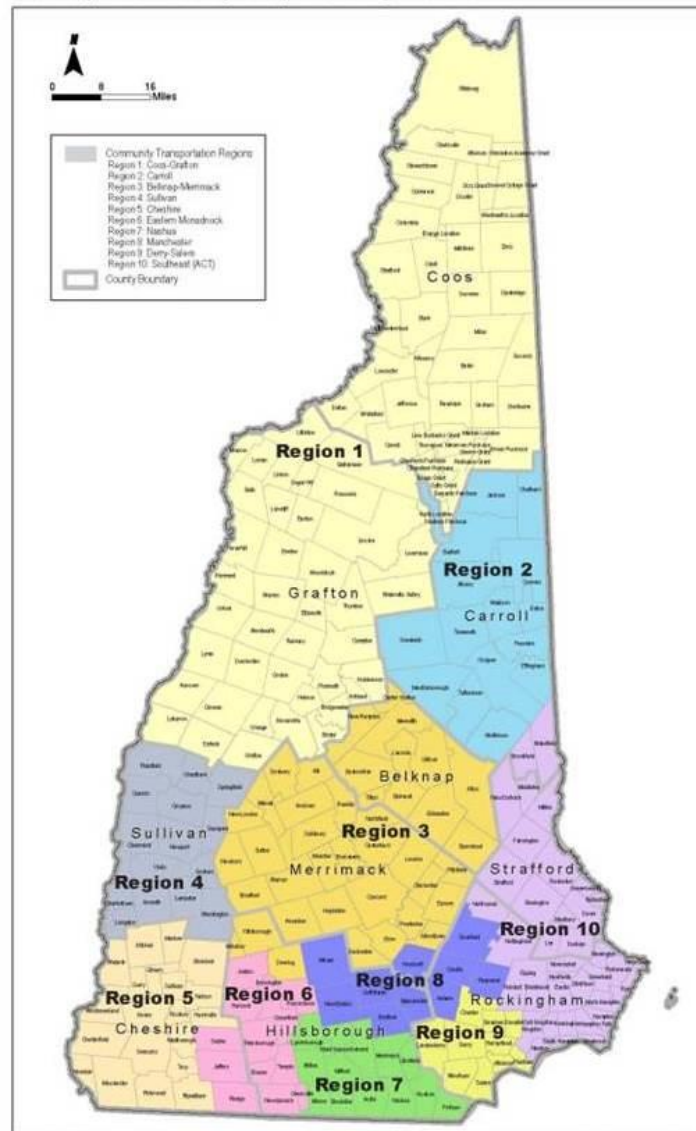
Improved Mobility

- Coordinated, enhanced service delivery results in improved personal mobility for system users. With coordination activities, trips to medical appointments, employment and other activities can occur.

Other Community Benefits

- State-level coordination can benefit not only transportation system users, but the community at large. As one respondent said, coordinating services “offer benefits beyond traditional ‘people mover’ operations; the economic impact to local business and the employment opportunities for transportation disadvantaged citizens can be tremendous. Those benefits, along with many others, enhance community development and drive personal independence and growth.”





Regional Coordination Councils

Grafton-Coos Council - Region 1

- The Grafton-Coos RCC met quarterly during the year. The RCC members continued to support the expansion of the volunteer driver program and van services by the Grafton County Senior Citizens Council, Tri-County Community Action Program, and volunteer services provided through Transport Central in the Plymouth area.
- The 5310 purchase of service program has continued to successfully expand critical access to services in very rural towns for individuals with disabilities under the age of 60 and for long-distance medical trips that occur frequently in this very rural region.
- The RCC worked with North Country Council to Update the Region's Coordinated Human Service and Public Transportation Plan and an update of the regional transportation directory.
www.grafton-coosrcc.org

Members

Roberta Berner, Grafton County Senior Citizens Council
Van Chesnut, Advance Transit
Frank Claffey, Citizen, Bethlehem
Mark Frank, Coos County SCOA Representative
Doug Grant, Citizen, Laconia
Patrick Herlihy, NH Department of Transportation
Teirrah Hussey, Transport Central
Beverly Raymond, Tri-County Community Action
Peter Riviere, Caleb Interfaith Caregivers
Leah Torrey, United Valley Interfaith Project
Kirsten Welch, Genesis Behavioral Health
Pat Crocker, Upper Valley Lake Sunapee RPC
Mary Poesse, North Country Council
David Jeffers, Lakes Region Planning Commission

Carroll County Council - Region 2

The Carroll County RCC held 11 meetings this year, focusing most of its energy on implementing the State Fiscal Year 14 Formula Funds grant for education, marketing and promotion and on developing proposals for State Fiscal Year 2015 5310 Purchase of Service and 5310 Formula Funds. As part of the Formula Funds grant the CCRCC also developed a brochure highlighting what the RCC is and what has been done in the region. The Transportation Provider Directory for Carroll County was updated and the new version will be printed and distributed throughout the region in State Fiscal Year 2015. www.carrollcountyrcc.com

Members

Jack Rose, Carroll County Transit & Town of Albany
George Cleveland, Gibson Center for Senior Services
Donna Sargent, Ossipee Concerned Citizens
Beverly Raymond, Tri-County Community Action Program
Benny Jesseman, Carroll County RSVP
Jack Cuddy, Mount Washington Valley Economic Council
Sharon Strangman, Citizen Member
Dorothy Solomon, Citizen Member
Patrick Herlihy, NH Department of Transportation
Staff Mary Poesse, North Country Council
David Jeffers, Lakes Region Planning Commission



Mid-State Council – Region 3

Since 2010, the Mid-State RCC, which includes Belknap County, Merrimack County (excluding Hooksett), and the towns of Deering and Hillsborough from Hillsborough County has made significant efforts to improve transportation options in the region. Membership of the RCC is comprised of a broad mix of organizations.

The Mid-State RCC has achieved a number of significant milestones to date:

- The enhanced volunteer driver program has provided over 13,000 rides to more than 300 individuals in the region since the start of the program in late 2011. In 2014, the enhanced volunteer driver program provided over 620 rides per month to the region's most transportation dependent residents with the help of 55 volunteer drivers.
- The Regional Ride Resource Directory was updated and is in constant use within the region.
- The 5310 Purchase of Service funding has provided resources to enhance transportation options on the region's Rural Transportation Service. The funding provided 1,344 rides to individuals with disabilities under the age of 60 utilizing the same vehicles used to transport seniors over the age of 60 in the region.
- Using 5310 Formula Funds, the RCC hired a Regional Transportation Coordinator. In 2014, the Regional Transportation Coordinator met with 35 of the 38 Select Boards serving communities in the Mid-State Region. The Mid-State RCC work plan was reviewed and updated and a plan was developed to begin needs assessment work in the region.
- The RCC is currently in the process of designing a pilot taxi voucher program. Midstate.org

Members

Centennial Senior Center
Central NH Regional Planning Commission
City of Concord
Belknap-Merrimack Community Action Program
Community Bridges NH
Genesis Behavioral Health
Granite State Independent Living
Bank of New Hampshire
Lakes Region Chamber of Commerce
Lakes Region Partnership for Public Health
Lakes Region Planning Commission
Merrimack County Administration
Merrimack County Department of Corrections
NH Association for the Blind
NH Dept. of Employment Security
NH Dept. of Health and Human Services
NH Dept. of Transportation
Riverbend Community Mental Health
St. Joseph's Community Services
Catholic Charities New Hampshire

Sullivan County Coordination Council - Region 4

The Sullivan County RCC held five open meetings during the year.

The Community Alliance for Human Services Transportation Volunteer Driver program supported by FTA Section 5310 funding for services for seniors over age 60 and individuals with a disability of any age has been extremely successful. Now in its fourth year of operation, the program has continued to deal with demand outstripping financial resources of the program. To address the problem the Region has developed a Trip Triage policy which is available under the Documents section on the Sullivan

County RCC website. Sullivan County is among those with the highest percentage of population over age 60 in the state and individuals with incomes below the poverty level. Members of the council have continued to work with the local faith community, municipal governments, and other non-profit organizations to raise the visibility of transportation needs and on developing strategies for responding to the growing demand for services as the population ages.

<http://www.sullivancountyrcc.org>

Members

Liz Chipman, Community Alliance of Human Services
Brenda Burns, Sullivan County Nutrition Services
Brenda Foley, Turning Points Network,
Leah Torrey, United Valley Interfaith Project
Rod Wendt, United Valley Interfaith Project, Lebanon
Becky Holland, Southwestern Community Services, Inc.
Aare Ilves, Citizen Member, Charlestown
Doreen Kusselow, NH BEAS, Ex Officio
Pam Joslin, Community Alliance
Transportation Services, Newport
Patricia Crocker, Upper Valley Lake Sunapee RPC



Monadnock Council - Region 5 & 6

The Monadnock Regional Coordinating Council (MRCC) held five open meetings during the year. The focus of the MRCC in this past year has been on:

- Examining the feasibility of enhanced regional transportation coordination;
- Increased advocacy for community transportation in the Region;
- Continued outreach and awareness about regional transportation through the a community transportation directory and the website

- Data collection, mapping, and analysis to better understand transportation demand and opportunities for trip coordination; and,

- Expanding MRCC membership.

The MRCC successfully applied for Fiscal Year 2015 5310 Purchase of Service grant funds and 5310 Formula grant funds to continue support for volunteer driver programs and long distance medical transportation in the region. Recipients of this funding include the ARC- NH West Chapter, HHHCS, Contoocook Valley Transportation, and Cheshire County.

Cheshire County government continues to serve as lead agency for the 5310 Purchase of Service grant for the MRCC and Contoocook Valley Transportation Company is currently serving as the lead agency for the 5310 Formula Fund grant. Southwest Region Planning Commission (SWRPC) continues to provide staff support and technical assistance to the MRCC www.monadnockrcc.weebly.com

Members

Karen Fabis, Gary Welch, Bob Perry, American Red Cross
Suzanne Bansley & Jack Wozmak Cheshire County
Scott Jervis, Citizen Representative
Karen Sinclair, Michelle Ovitt, Connecticut River Transportation
Ellen Avery, Ken Geraghty, Contoocook Valley Transportation
Linda & Rob Diluzion, Diluzio Ambulance
Susan Ashworth & Michael Acerno, HHHCS
Harry Costick, Citizen
Jack Nailor, MeritCare Transportation

Owen Houghton, Monadnock At Home
Deb Clark, Monadnock Developmental Services
Chris Selmer, Monadnock Family Services
Kathy Baird, Monadnock RSVP
Kelly Steiner & Kathy Harrington, Monadnock United Way
Janis King, Monadnock Worksource
Dianne Ouellette, Southwestern Community Services
Leta Markham, Southern NH Services
Thomas Transportation
Jo Ann Carr, Town of Jaffrey

Nashua Coordination Council - Region 7

The Nashua RCC supported the Souhegan Valley Transportation Collaborative (SVTC) successful application for State Fiscal Year 2014 5310 Purchase of Service (POS) funding and State Fiscal Year 2014 & State Fiscal Year 2015 5310 Formula funding.

- The funding is being used to continue Souhegan Valley Rides bus service and was also used to expand the service area to the town of Mont Vernon. The Mont Vernon service began on September 1, 2014.
- Bus service was expanded to Wilton in March, 2014, generously funded in part by the Wilton Lions Club and Milford Rotary Club.
- Souhegan Valley Rides provided its 15,000th ride on July 18, 2014.
- SVTC continues to work closely with Friends in Service Helping (FISH) a volunteer driver program serving four of six member communities.

- SVTC continues to get requests for transportation related to educational pursuits and job training as well as work related needs. These requests support the need for further development of community transportation in the western part of the region.
- SVTC has responded to requests for mentoring from members of the Merrimack, Mason and Goffstown communities as they work to enhance community transportation options in their hometowns.

NRPC will begin an update of the Locally Coordinated Transportation Plan during the fall of 2014. The goal is to identify where progress has been made and adjust goals and objectives to conditions on the ground and anticipated funding levels. NRPC staff will begin reaching out to present and past members of the RCC in the coming weeks to support this plan update.

The Nashua RCC continues monitoring statewide activities through regular attendance at SCC meetings.

<http://tinyurl.com/NashuaRegion7RCC>

Members

Tim Roache, Nashua RPC
Matt Waitkins, Nashua RPC
Beth Todgham, Southern NH Services
Janet Langdell, Souhegan Valley Rides
Carolyn Mitchell, Souhegan Valley Rides
Dennie Townsend, Souhegan Valley Rides
Marcia Nelson, Souhegan Valley Rides
Meghan Brady, St. Joseph Community Services, Inc.

Greater Manchester Council - Region 8

The Greater Manchester Region 8 RCC held bi-monthly meetings during 2014 and continued monitoring statewide activities via regular SNHPC staff attendance at SCC meetings.

SNHPC is currently acting as Lead Agency on behalf of Region 8 for four projects funded through the FTA Section 5310 Purchase of Service (POS) program administered through NHDOT. The Region 8 RCC authorized SNHPC to complete a grant application and act as Lead Agency for SFY 2014-2015 projects. A public participation process advertising the availability of FTA 5310 funding and documenting the project selection process was completed. The Region 8 RCC completed the project selection process, project design and drafting of a grant application and budget.

The Region 8 RCC assisted NHDOT in the development of FTA Section 5310 POS grant contract documents. The projects, approved by Governor and Council in June 2013 and reaffirmed in 2014, include:

- Continuation of The CareGivers, Inc. “Drive to Care” Volunteer Recruitment program
- Continuation of the MTA “Shopper Shuttle” program
- Expansion of the Green Cab Taxi Voucher Program in the Greater Manchester area
- Provision of ESNH demand response transportation in the Greater Manchester area including Goffstown
- The Region 8 Purchase of Service projects are scheduled to run through June 30, 2015
www.greatermanchesterrcc.com

Members

Granite State Independent Living
Easter Seals NH
Enterprise Rent-a-Car
Manchester-Boston Regional Airport
Manchester Community Health Ctr.
Moore Center Services, Inc.
Manchester Transit Authority
4A Transportation Services LLC
St. Joseph Community Services, Inc.
So. NH Regional Planning Commission
Mental Health Ctr. of Greater Manchester
VNA Community Services
Rockingham Nutrition/Meals-on- Wheels
Town of Hooksett
Maureen Nagle, Citizens’ Rep
Caregivers, Inc.
Green Cab Company 1, Inc.

Greater Derry-Salem Council - Region 9

Greater Derry-Salem Regional Coordination Council for Community Transportation

In 2014 the RCC focused on fine tuning several Section 5310-funded services initiated in prior years, as well as piloting two new services. The existing Derry/Londonderry and Hampstead/Londonderry shuttles continued operation in 2014 under cooperative agreements between the Derry-Salem CART transit system, Easter Seals NH, and RNMOW. They aim to transition regular repeat trips away from the CART demand response system to lower-cost scheduled shuttles.

The CART Early Bird/Nite Owl Taxi Voucher program, offered by CART in collaboration with Green Cab Company, is targeted to fill gaps outside of regular service hours for CART and other providers in the region. Vouchers provide a 50% discount on cab fares for senior citizens and individuals with disabilities; and may be used Monday-Friday from 5:00-8:00 a.m. and 5:00-8:00 p.m., as well as Saturdays from 8:00 a.m. -5:00 p.m. A goal remains to expand the number of cab companies participating in the program to improve geographic access.

Two new partnerships include work with the Greater Salem Caregivers to support expanded volunteer recruitment and training to strengthen their volunteer driver capacity in Salem and surrounding communities; and work with RNMOW to expand transportation to their senior meals site in Plaistow for residents of Plaistow, Hampstead, Atkinson, Danville and Sandown.

<http://www.rpc-nh.org/Derry-Salem-RCC.htm>

Members

Natalie Avila, Green Cab Company
Deb Bartley, Lamprey Health Care Senior Transportation
Scott Bogle, Rockingham Planning Commission
Jocelyn Gallant, Citizen Member
Rick Hartung, Town of Hampstead
Adam Hlasny, Southern NH Planning Commission

Dick O'Shaughnessy, Greater Salem Caregivers
Deb Perou, Rockingham Nutrition Meals on Wheels
Fred Roberge, Easter Seals New Hampshire
George Sioras, Town of Derry
Annette Stoller, CART
Tim White, Southern NH Planning Commission

Alliance for Community Transportation RCC Region 10

The Alliance for Community Transportation (ACT) has undergone a number of changes and made great progress over the past year.

Ready Rides, the volunteer driver program that ACT launched, began providing medical trips in February 2013. In January 2014, the Section 5310 Purchase of Service funding helped to reimburse drivers for their mileage, and a month later Ready Rides' Board of Directors expanded the service area.

In addition to Barrington, Northwood, Nottingham, and Strafford, the agency now serves Durham, Lee, Madbury, and Newmarket. In July, Ready Rides stepped out from under the wing of the Northwood Congregational Church and received their 501(c)(3) designation from the IRS. Ready Rides' volunteers now perform over 100 trips per month.

Jeff Donald was named Community Transportation Manager upon the retirement of Dianne Smith.

Launching a new service to community health centers is a goal while all providers make efforts to meet the same high standards for safety and reliability.

In the interim, ACT is working on the software development that will be at the core of the project. Great strides have been made to accomplish both these goals.

Community Partners has met the Service Standards and signed the contract to provide transportation to the designated community health centers. Goodwin Community Health has signed on to receive service beginning in October of 2014.

Software testing is in its final stages and Ready-Rides' drivers will begin using the software to select trips and print manifests in mid-October 2014. ACT will complete installation of the coordination software and transition to its latest version in November 2014 allowing COAST to participate with the state's four other pilot sites to deploy the coordination software.

www.communityrides.org

Members

Community Action Partnership of Strafford County
Community Partners
Cooperative Alliance for Seacoast Transportation
Easter Seals of NH
Goodwin Community Health
Granite State Independent Living
Great Bay Services
Health & Safety Council of Strafford County
The Homemakers Health Services
Lamprey Health Care
Liberty Livery & Road Nannys
Mark Wentworth Home
NH Association for the Blind
Ready Rides
Rockingham Nutrition and Meals on Wheels
Rockingham Planning Commission
Strafford Regional Planning Commission
Transportation Assistance for Seacoast Citizens
Town of New Durham
Town of Wakefield

TITLE XX – TRANSPORTATION - CHAPTER 239-B

STATE COORDINATING COUNCIL (SCC) FOR COMMUNITY TRANSPORTATION IN NEW HAMPSHIRE

Section 239-B:1 State Coordinating Council (SCC) for Community Transportation Established. – There is hereby established a state coordinating council (SCC) for community transportation in New Hampshire.
Source. 2007, 351:2, eff. July 1, 2007.

Section 239-B:1-a Definition. – In this chapter "community transportation" means services that address all transit needs of a community, including general and special populations, such as persons with disabilities and seniors.
Source. 2010, 38:1, eff. July 17, 2010.

Section 239-B:2 Membership and Compensation. –

- I. The SCC shall consist of the following members:
 - (a) The commissioner of the department of health and human services, or designee.
 - (b) The commissioner of transportation, or designee.
 - (c) The commissioner of the department of education, or designee.
 - (d) The executive director of the governor's commission on disability, or designee.
 - (e) The chair of the New Hampshire Transit Association, or designee.
 - (f) A representative of a regional planning commission, appointed by the commissioner of transportation for a term of 3 years.
 - (g) A representative of a philanthropic organization, such as the Endowment For Health or the United Way, appointed by the commissioner of the department of health and human services for a term of 3 years.
 - (h) Eight representatives from transportation providers, the business community, and statewide organizations, such as Granite State Independent Living, AARP, Easter Seals, and the University of New Hampshire Institute on Disability, appointed by the governor and council for a term of 3 years.

II. Members of the SCC shall receive no compensation through the SCC when attending to the duties of the SCC.

III. The first meeting of the SCC shall be held within 45 days of the effective date of this section. The members of the SCC shall annually elect a chairperson and vice-chairperson from among the members. The SCC shall meet on a quarterly basis, or as needed. Eight members of the SCC shall constitute a quorum.
Source. 2007, 351:2, eff. July 1, 2007. 2010, 38:2, eff. July 17, 2010.

Section 239-B:3 Duties. – The SCC shall:

- I. Develop, implement, and provide guidance for the coordination of community transportation options within New Hampshire so that the general public, in particular citizens in need of access to essential services and activities, can access local and regional transportation services and municipalities, human service agencies, and other organizations can purchase shared ride coordinated transportation services for their citizens, clients, and customers.
- II. Set statewide coordination policies for community transportation, establish community transportation regions, encourage the development of regional coordination councils, assist other regional efforts as needed, and monitor the results of statewide coordination.
- III. Approve the formation of regional coordination councils and the selection of regional transportation coordinators, according to such criteria and guidelines as the SCC may establish.
- IV. Solicit and accept donations for funding to implement and sustain community transportation.

Source. 2007, 351:2, eff. July 1, 2007. 2010, 38:3, eff. July 17, 2010.

239-B:3-a Regional Coordination Councils (RCC). – There are hereby established regional coordination councils (RCC), representing regions to be defined by the SCC. The designation as an RCC must be approved by the SCC. Members of an RCC shall be immune from liability in executing the duties of the council. The duties of an RCC shall be to:

- I. Facilitate the implementation of coordinated community transportation in their region.
- II. Encourage the development of improved and expanded regional community transportation services.
- III. Advise the SCC on the status of community transportation in their region.

Source. 2010, 38:4, eff. July 17, 2010

239-B:4 Reports. – The SCC shall annually report its findings, progress, and any recommendations for proposed legislation to the governor, the speaker of the house of representatives, and the president of the senate by November 1 of each year. The report shall cover the state fiscal year ending June 30 of the same year.
Source. 2007, 351:2, eff. July 1, 2007.

Section 239-B:5 Fund Established. – There is established in the office of the state treasurer a nonlapsing fund to be known as the regional transportation coordination fund which shall be kept distinct and separate from all other funds. All moneys in the regional transportation coordination fund shall be continually appropriated to the SCC and may be expended for the purpose of making grants to improve community transportation. The treasurer shall deposit all donations received pursuant to RSA 239-B:3, IV in the regional transportation coordination fund.
Source. 2007, 351:2, eff. July 1, 2007. 2010, 38:5, eff. July 17, 2010.

*Please visit the State Coordinating Council for Community Transportation website
for a list of members and additional information about the Council at*

<http://www.nh.gov/dot/programs/scc/about.htm>

New Hampshire State Coordinating Council for Community Transportation

New Hampshire Department of Transportation

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